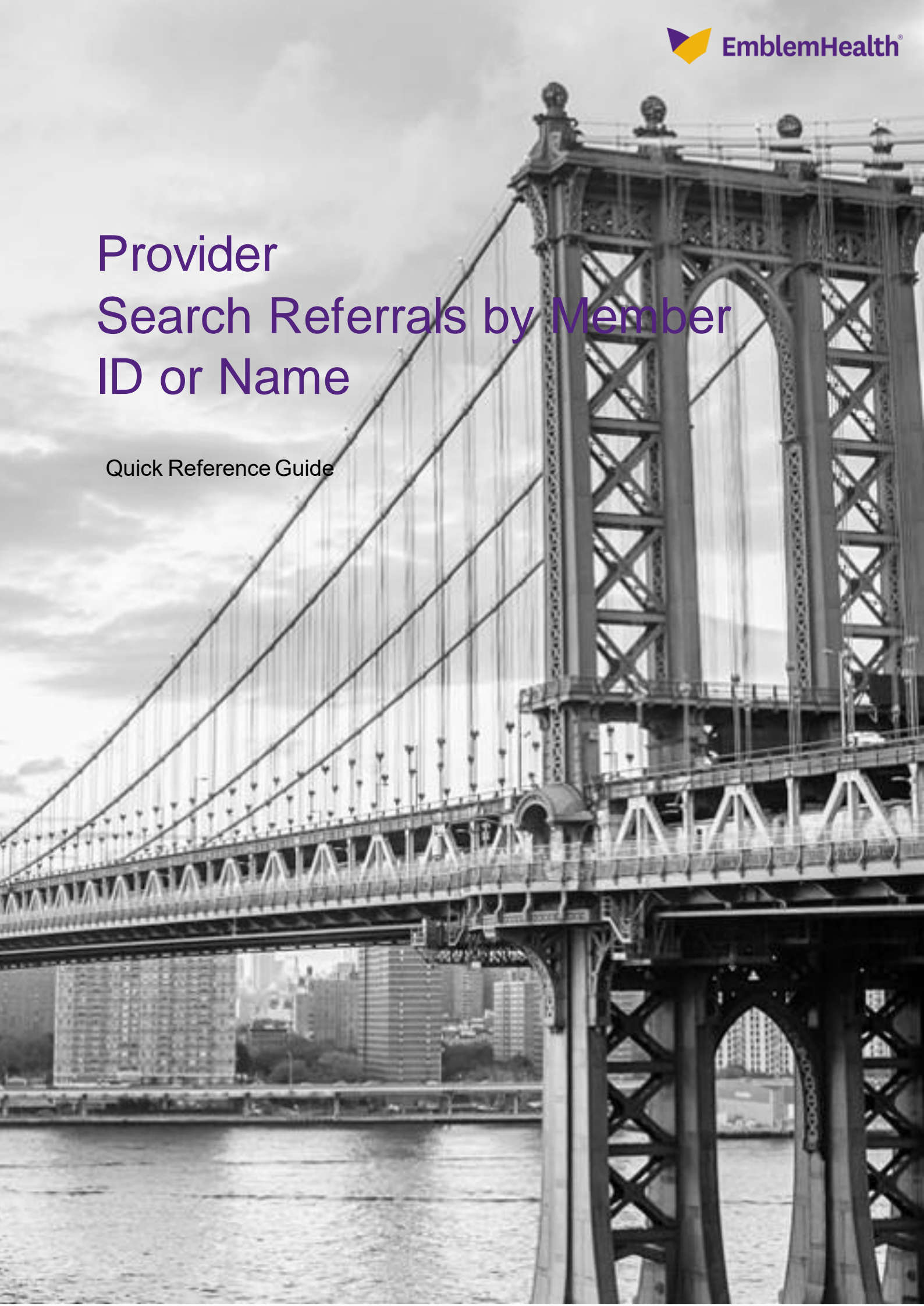


Provider Search Referrals by Member ID or Name

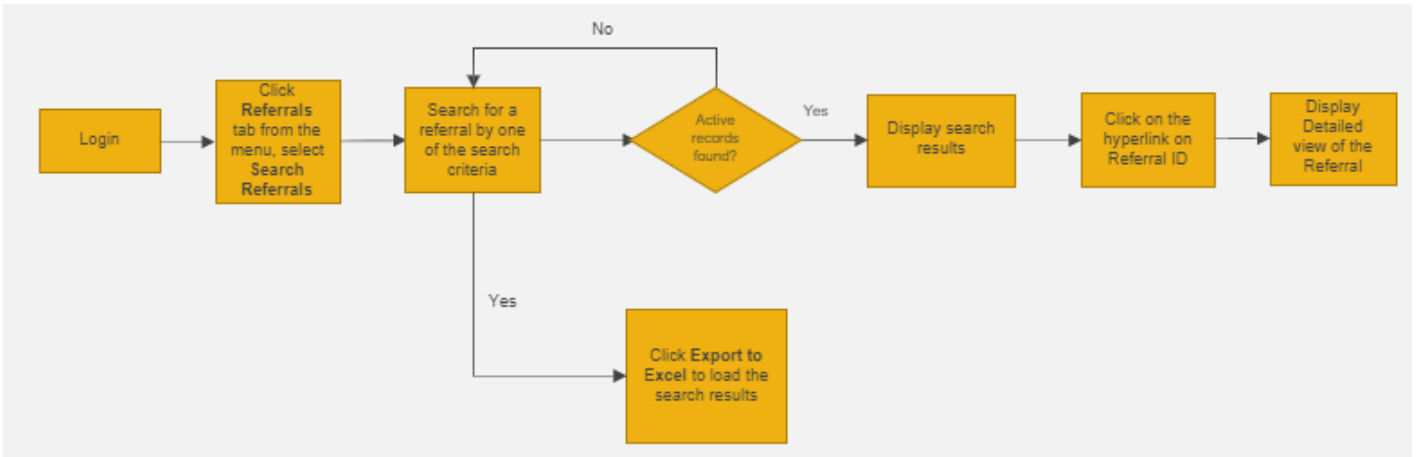
Quick Reference Guide



Provider Portal – Search Referrals

This Quick Reference Guide (QRG) will provide an overview of the Provider Portal – Search Referrals process.

Refer to the end to end process flow shown below for Provider Portal – Search Referrals process.



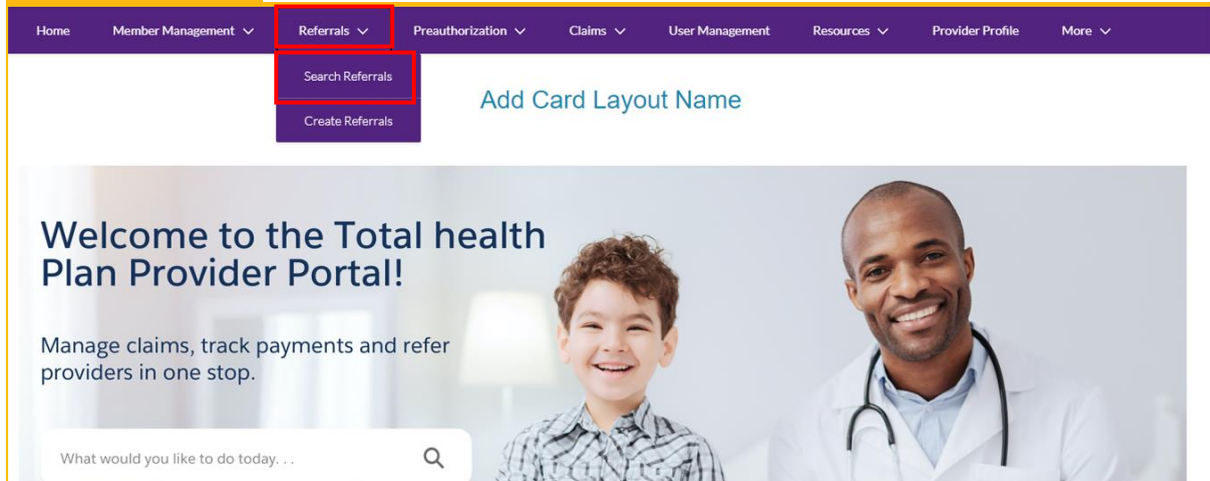
Let us look at the steps in detail for the Search Referrals process.

Purpose: Search to verify the referral was created.



Step 1:

1. From the EmblemHealth **Home** page, select the **Referrals** tab.
2. From the drop-down list, select **Search**.



Provider Portal – Search Referrals



Step 2:

1. In the **Search By** field, select **Reference ID**, **Member ID** or **Member Name**, **Referring Provider Name** or **NPI**, or **Servicing Provider Name** or **NPI**.
Note: For our example, we will use Member Name.
2. Click **Search**.

Referrals

You can view up to 10,000 records at a time. If you want to save your data, make sure you narrow down your results to 10,000 or less.

You can search for referrals that have been submitted within the last 24 months. Referrals submitted by means other than portal, such as by fax or phone, will take some time to be seen in the portal.

[Export to Excel](#) [Create Referral](#)

Search By *

- Reference ID
- Member ID
- Member Name
- Referring Provider Name
- Servicing Provider Name
- Referring Provider NPI
- Servicing Provider NPI



Step 3:

1. In the **Search By** field, select **Member Name**.
2. Enter the **Member First Name**, **Member Last Name** and **Member DOB**.
Note: You may search by entering at least 3 characters of the first name.
3. Click **Search**.

Referrals

You can view up to 10,000 records at a time. If you want to save your data, make sure you narrow down your results to 10,000 or less.

You can search for referrals that have been submitted within the last 24 months. Referrals submitted by means other than portal, such as by fax or phone, will take some time to be seen in the portal.

[Export to Excel](#) [Create Referral](#)

Search By *
Member Name

Member First Name *
John

Member Last Name *
Davis

Member DOB
06/06/1971

[Reset Search](#) [Search](#)



Step 4:

1. If no results are found, an error message will be displayed.
2. Click **Reset Search**, enter new information and click **Search** again.
Note: Try searching by member ID instead of member name.

Referrals

You can view up to 10,000 records at a time. If you want to save your data, make sure you narrow down your results to 10,000 or less.

You can search for referrals that have been submitted within the last 24 months. Referrals submitted by means other than portal, such as by fax or phone, will take some time to be seen in the portal.

[Export to Excel](#) [Create Referral](#)

Search By *
Member Nmae

Member First Name *
John

Member Last Name *
Davis

Member DOB
06/06/1971

[Reset Search](#) [Search](#)

We were unable to find anything based on your search. Please try searching by Member ID.



Step 5:

1. If the search is successful, result will appear.
2. Click the radio button to select the appropriate member ID.
3. Click **Proceed**.

Referrals

You can view up to 10,000 records at a time. If you want to save your data, make sure you narrow down your results to 10,000 or less.

You can search for referrals that have been submitted within the last 24 months. Referrals submitted by means other than portal, such as by fax or phone, will take some time to be seen in the portal.

Export to Excel

Create Referral

Search By *

Member Nmae

Member First Name *

John

Member Last Name *

Davis

Member DOB

06/06/1971

Reset Search

Search

Select Provider

Filter By

Q

Member ID	Member Name	Address	Date of Birth
<input checked="" type="radio"/> K1000441247	Davis, John	25 S Regent St, Port Chester, NY 10573	06/06/1972

Total Records: 3

< Showing 1 - 3 >

Cancel

Proceed



Step 6:

1. Enter the **Service Date Range** dates.
2. Click **Search**.

Referrals

You can view up to 10,000 records at a time. If you want to save your data, make sure you narrow down your results to 10,000 or less.
You can search for referrals that have been submitted within the last 24 months. Referrals submitted by means other than portal, such as by fax or phone, will take some time to be seen in the portal.

Export to Excel

Create Referral

Search By *

Member Name

Member First Name *

John

Member Last Name *

Davis

Member DOB

06/06/1971

Select Provider

Member ID ↑	Member Name ↑	Address ↑	Date of Birth ↑
K1000441247	Davis, John	25 S Regent St, Port Chester, NY 10573	06/06/1972

Service Date Range
01/09/2021



04/09/2021



Reset Search

Search



Step 7:

1. You will see results if there are referrals on file.
2. Click **Export to Excel**.

Referrals

You can view up to 10,000 records at a time. If you want to save your data, make sure you narrow down your results to 10,000 or less.

You can search for referrals that have been submitted within the last 24 months. Referrals submitted by means other than portal, such as by fax or phone, will take some time to be seen in the portal.

Export to Excel

Create Referral

Search By *

Member Name

Member First Name *

John

Member Last Name *

Davis

Member DOB

06/06/1971

Select Provider

Member ID ↑	Member Name ↑	Address ↑	Date of Birth ↑
K1000441247	Davis, John	25 S Regent St, Port Chester, NY 10573	06/06/1972

Service Date Range

01/09/2021



04/09/2021



Reset Search

Search



Step 8:

1. The *Bulk Export in Progress* windows displays indicating when the report will be available in the **Resources Documents** tab.
2. Click **OK**.

EmblemHealth® Lucy Livingston

Home Member Management Claims Referrals Preauthorization Dental Pre-Determination Provider Profile More

Referrals

You can view up to 10,000 records at a time. If you want to save your data, make sure you narrow down your results to 10,000 or less.

Bulk Export in Progress

The referral report will be available within 30 minutes in the documents tab.

OK

City State



Step 9:

1. Go to the **Resources** tab and select **Documents** from the drop-down.

EmblemHealth® Kathryn Fink

Home Member Management Claims Referrals Preauthorization Dental Pre-Determination Provider Profile More

Create ER Notification

User Management

Resources

Documents

Resource Center

Contact Us

Welcome to the EmblemHealth Provider Portal

Verify member eligibility, submit and view preauthorizations, claims, payments, and more.

Thank
You

